

TENDER DOCUMENT

The Maharashtra Mantralaya and Allied Offices Co-operative Bank Ltd. invites **tenders** from eligible and experienced vendors for:

Design, Development (Revamp), Maintenance & Hosting of Bank's Static Website for a period of 5 Years –

1. SCOPE OF WORK

The selected bidder shall:

A. Website Development / Revamp

- Redesign existing static website with modern UI/UX
- Mobile responsive and cross-browser compatible
- Compliance with:
 - RBI IT & Cyber Security guidelines
 - Accessibility (WCAG standards)
 - Multi-language support (if required)

B. Hosting

- Secure hosting (preferably in India-based data centres)
- Minimum 99.5% uptime SLA
- SSL, firewall, DDoS protection

C. Maintenance (5 Years)

- Regular content updates
- Security patching and vulnerability fixes
- Backup & disaster recovery
- Performance monitoring

D. Compliance Requirements

Vendor must ensure:

- Adherence to RBI digital banking and IT governance norms
 - Domain security (e.g., bank-specific domain controls)
 - Periodic VAPT (Vulnerability Assessment & Penetration Testing)
 - Data localization (if applicable)
 - Audit logs retention
-

2. ELIGIBILITY CRITERIA

Vendor must:

- Have **minimum 5 years' experience** in website development/maintenance
- Also Completed:
 - 10 similar projects OR
 - Minimum 5 projects of comparable scale in banking/financial sector

3. DOCUMENTS REQUIRED

- Company profile
- GST, PAN
- Client references

4. KEY TERMS & CONDITIONS

- Contract period: **5 years**
- SLA penalties for downtime/non-performance
- Confidentiality & data security mandatory
- Validity Period – Proposal shall remain valid till 30 days after the date of opening of commercial offer as prescribed by Bank.

5. PAYMENT TERMS

- Development and Migration – OTC (after Go-Live).
- Annual maintenance and Hosting – Quarterly payment (After completion of term).

6. TERMINATION CLAUSE

- Non-performance or SLA breach
 - Security violations
 - Regulatory non-compliance
-

ADDITIONAL TECHNICAL & REGULATORY REQUIREMENTS

A. (. bank.in) DOMAIN COMPLIANCE -

The vendor shall ensure that the Bank's website complies with all requirements applicable to **". bank.in" domain registration and usage:**

- The domain must be registered and maintained under **". bank.in"**
 - Eligibility and verification must comply with policies prescribed by NIXI & IDRBT.
 - Domain shall remain in **Bank's ownership**
 - Vendor shall assist in:
 - Domain registration / migration
 - DNS configuration
 - Renewal Management
-

B. STATIC IP REQUIREMENT

To meet security and regulatory expectations, the vendor shall provide:

- **Minimum 2 (Two) Static Public IP Addresses**
 - Configuration requirements:
 - One primary IP (production server)
 - One secondary IP (redundancy / failover / DR)
 - IPs must support:
 - Secure hosting
 - Firewall whitelisting
 - Monitoring and audit trails
 - DNS Spoofing
-

C. VPS HOSTING REQUIREMENTS

The website shall be hosted on a **Virtual Private Server (VPS)** environment with the following minimum specifications:

- Hosting Location: **India-based Data Centre (preferred)**
- Dedicated resources (no shared hosting)
- Minimum configuration:
 - CPU: 2 vCPU or higher
 - RAM: 4 GB or higher
 - Storage: SSD-based

- Root / administrative access (controlled access for Bank if required)
 - 24x7 monitoring and support
-

D. SECURITY & SSL CERTIFICATE REQUIREMENTS

The vendor must implement robust encryption and security measures:

- Provision and installation of **SSL/TLS certificate**:
 - Minimum: 256-bit encryption
 - Universal SSL Certificate
 - Preferably **Extended Validation (EV) SSL** for banking trust
- HTTPS enforcement across all pages
- Regular renewal and certificate lifecycle management

Additional security requirements:

- Web Application Firewall (WAF)
- Anti-DDoS protection
- Malware scanning
- Secure backup and encryption

SUBMISSION MODE

- Sealed proposal to be submitted at our Mantralaya Branch address - Mantralaya compound., Beside Post Office, Hutatma Rajguru Chowk, Madam Cama Rd, Mumbai, Maharashtra - 400 032.
- For any Queries – **Contact - +91 9324266042**

Email – macobank.it@mantralayacoopbank.com